

# Custom Training

Can't find **exactly** the training you need? Call us!

The Department of Personnel and Administration Workforce Development Unit designs custom workshops, facilitates meetings and retreats for the State and other organizations. The following is a partial list of subjects we can customize to fit your specific training needs. Call us at (303) 866-2439 to discuss how we can be of service to you in meeting your agency's training goals.

## **Accountability (see also Core Competencies)**

## **Change Management**

## **Coaching**

## **Communication Skills** (see also Core Competencies)

- Interpersonal communication
- Communicating non-defensively
- Coaching
- Listening
- Telephone/Email Etiquette
- Feedback – Giving and Getting

## **Conflict**

- Dealing with difficult people
- Conflict resolution
- Negotiation
- Mediation – a 32 hour certificate-earning course for State mediators
- Mediation skills for supervisors and managers

## **Core Competencies**

Accountability  
Interpersonal Communication  
Communication Skills  
Customer Service

## **Creative Thinking/Innovation**

## **Customer Service** (see also Core Competencies)

## **Decision Making**

## **Diversity/Inclusion/Cultural Competency**

- Culture
- Gender
- Generations
- Behavioral Styles (DiSC)
- Personalities (Myers-Briggs)

## **Fun @ Work/Humor in the Workplace**

## **Hiring/Workforce Issues**

- Interviewing Skills
- Employee Retention
- Strategic Staffing
- Succession Planning

## **Leadership**

- Colorado Supervisory Leadership Certificate Program
- Leadership Development Program

## **Mediation/Negotiation**

- Mediation – a 32 hour certificate-earning course for State mediators
- Mediation skills for supervisors and managers

## **Meeting Management**

## **Motivation**

## **Organizing Skills**

- Time management
- Meeting management
- Getting Organized

## **Performance Management**

- Performance-Based Pay System
- Year 'round Performance Management – planning, tracking, coaching, evaluating

## **Personal Improvement**

- Improving Personal Effectiveness

### **Personnel/Legal Issues**

- Performance Problems and Progressive Discipline
- The Rules for Supervisors and Managers
- Grievance and Discipline
- Sexual Harassment
- Workplace Violence Prevention
- Legal Issues at Work
- Workplace Issues Roundtable – Privacy, ADA, FMLA, FLSA, Substance Abuse

### **Problem Solving**

- Appreciative Inquiry
- SWOT Analysis

### **Process Management**

### **Project Management**

### **Sexual Harassment**

### **Supervisory/Guiding Skills**

- Building Trust
- Conflict Resolution
- Coaching
- Diversity/Cultural Competency/Inclusion
- Feedback: Giving And Getting
- Hiring/Workforce issues
- Interpersonal Communication
- Mediation skills for managers and supervisors
- Motivation
- Negotiation
- Performance Management
- Personnel/Legal Issues
- Team Building

### **Team Building**

- Basic team building
- Advanced team building
- See also **Diversity/Cultural Competency/Inclusion**

### **Time Management**

### **Training and Facilitation Skills for non-trainers**

### **Workforce Issues/Hiring**

- Interviewing Skills
- Employee Retention
- Strategic Staffing
- Succession Planning

### **Workplace Violence Prevention**